

Attachment A: Citizen Participation Summary (Prepared by MIG)

Introduction

The following narrative responses are too large to include in the eCon Planning Suite text fields and have been included below as additional detail.

Regional Forums

The participating Entitlement Jurisdictions of Santa Clara County held three regional public forums to identify housing and community development needs and priorities for the next five years. Seventy-six people in total attended the regional forums, including community members, service providers, fair housing advocates, school district board members, housing and human services commission members, non-profit representatives, and interested stakeholders.

The regional forums were held in Mountain View, San José, and Gilroy to engage the northern, central, and southern parts of the County. Forums were scheduled on different days of the week and at various times of day to allow maximum flexibility for participants to attend.

Table 1 – Regional Forums

Regional Forum	Date	Time	Number of Attendees	Forum Address
1	Thursday, September 25, 2014	2:00pm - 4:00pm	43	Mountain View City Hall, 500 Castro Street, 2 nd Floor Plaza Conference Room Mountain View, CA 94041
2	Saturday, September 27, 2014	10:00am - 12:00pm	17	San José City Hall, Room 118-120 200 E. Santa Clara St. San José, CA 95113
3	Wednesday, October 22, 2014	6:30pm - 8:30pm	16	Gilroy Library 350 W. Sixth Street Gilroy, CA 95020
Total Attendees			76	

Community Forums

Local public participation plays an important role in the development of the plans. The community forums were conducted as part of a broad approach to help local jurisdictions make data-driven, place-based investment decisions for federal funds. Each of the community forums provided additional public input and a deeper understanding of housing issues at the local level.

The community forums were held in the cities of Los Gatos, Morgan Hill, Saratoga, San José and Mountain View. The workshops held in San José were located in Districts 3, 4 and 5, which are LMI census tracts. The majority of the community forums were held at neighborhood community centers or libraries at various times of day to provide convenient access for participants.

Table 2 – Community Forums

Community Forum	Date	Time	Number of Attendees	Forum Address
1	Tuesday, September 30, 2014	6:00pm-8:00pm	14	Roosevelt Community Center, Room 1 and 2 901 E. Santa Clara St. San José, CA 95116
2	Wednesday, October 1, 2014	10:00am-12:00pm	29	Seven Trees Community Center, Room 3 3590 Cas Drive San José, CA 95111
3	Tuesday, October 2, 2014	6:00pm-8:00pm	23	Mayfair Community Center, Chavez Hall 2039 Kammerer Ave. San José, CA 95116
4	Tuesday, October 7, 2014	6:00pm-8:00pm	26	Tully Community Brach Library, Community Room 880 Tully Rd. San José, CA 95111
5	Thursday, October 23, 2014	6:30pm-8:30pm	14	Mountain View City Hall, 500 Castro Street, 2 nd Floor Plaza Conference Room Mountain View, CA 94041
6	Saturday, November 1, 2014	11:00am-1:00pm	7	Centennial Recreation Center North Room 171 W. Edmundson Avenue Morgan Hill, CA 95037
7	Wednesday, November 5, 2014	2:00pm-4:00pm	11	Prospect Center Grace Room 19848 Prospect Road Saratoga, CA 95070
8	Thursday, November 20, 2014	6:00pm-8:00pm	9	Neighborhood Center 208 E. Main Street Los Gatos, CA 95030
Total Attendees			133	

A combined total of 209 individuals attended both the community and regional forums.

Outreach

Approximately 4,847 entities, organizations, agencies, and persons were directly engaged via outreach efforts and asked to share materials with their beneficiaries, partners, and contacts. These stakeholders were also encouraged to promote attendance at the public forums and to solicit responses to the Regional Needs Survey. Stakeholder engagement included phone calls, targeted emails, newsletter announcements, social media posts, and personalized requests from jurisdiction staff.

Through these communications, stakeholders were invited to participate in one of the forums planned throughout the County and to submit survey responses. Each participating jurisdiction also promoted the regional forums and regional survey links on their respective websites and announced the Consolidated Plan process through their electronic mailing lists.

Approximately 1,225 printed flyers noticing the regional forums were distributed throughout the County, including at libraries, recreation centers, community meetings, and organizations benefiting LMI residents and areas. These flyers were available online and in print in English and Spanish.

Multi-lingual, print advertisements in local newspapers were posted in the *Gilroy Dispatch* (English), *Mountain View Voice* (English), *El Observador* (Spanish), *La Oferta* (Spanish), *Thoi Bao* (Vietnamese), *Philippine News* (Tagalog), *World Journal* (Chinese) and *San José Mercury News* (English). In addition, an online display ad was placed in the *San José Mercury News* to reach readers electronically.

Each segment of the community outreach and planning process was transparent to ensure the public was aware its input was being collected, reviewed, and considered.

Forum Structure

The regional forums began with a welcome and introduction of the jurisdictional staff and consultant team, followed by a review of the forum's agenda, the purpose of the Consolidated Plan, and the goals of the regional forums. Next, the facilitator delivered an introductory presentation covering the Plan process, programs funded through HUD grants, what types of programs and projects can be funded, historical allocations, and recent projects.

After the presentation, participants were invited to engage in a gallery walk activity. Participants interacted with large "HUD Bucks" display boards, which encouraged them to think critically about community spending priorities in the County. Each display board presented a separate issue area: 1) Community Facilities, 2) Community Services, 3) Economic Development, 4) Housing, and 5) Infrastructure and Neighborhood Improvements. Participants were given \$200 "HUD Bucks" to spend on over 50 program choices they support within each issue area. This process encouraged participants to prioritize facilities, services, programs, and improvements within each respective category. Thus, the activity functioned as a budgeting exercise for participants to experience how federal funds are distributed among various programs, projects and services.

Directions to participants were to spend their \$200 HUD Bucks up to a limit indicated on each board. For example, because HUD enforces a 15 percent cap on public service dollars, the community services board included a limit of \$30 HUD Bucks to reflect this cap. (It should be noted that the infrastructure and housing boards both had a Fair Housing category, which may account for higher HUD Bucks allocations for fair housing.)

Following the HUD Bucks activity, the group was divided into small group breakout sessions to discuss community needs and fair housing. Participants dispersed into smaller break-out groups to gather public input on the needs and barriers with respect to the following categories, which

mirrored the HUD Bucks categories: 1) Community Facilities, 2) Community Services, 3) Economic Development, 4) Housing, and 5) Infrastructure and Neighborhood Improvements.

Group facilitators encouraged participants to think critically about housing issues and community improvement needs within the County. The participants discussed and identified issues and concerns within their local communities and across the County. During these small group discussions, participants contributed creative and thoughtful responses to the following questions:

Community Needs:

- What are the primary needs associated with:
 - Community Facilities
 - Community Services
 - Economic Development
 - Housing
 - Infrastructure and Neighborhood Improvements
- What services and facilities are currently in place to effectively address these needs?
- What gaps in services and facilities remain?

Fair Housing:

- Have you (or someone you know) experienced discrimination in housing choice, whether accessing rental housing or in purchasing a residence?
- What did you do, or would you do, if you were discriminated against in housing choice?

While responses generally centered on the specific sub-area of the County where the meeting was held (i.e., North, Central, South, and San José), countywide issues also arose during the discussion. After the break-out session, participants reconvened to discuss these issues as a single group. The final part of the meeting included a report back, in which facilitators summarized the small group discussions. The facilitator then closed the meeting with final comments, next steps and a review of additional opportunities to provide public input.

The interactive format of the forums solicited strong participation, wherein all attendees were provided the opportunity to participate in the conversation. Translation services were provided at each forum.

Key Findings from Regional and Community Forums

The diversity of participants and organizations attending the regional and community forums led to a nuanced awareness of the housing and community improvement needs across the County. This section highlights key findings and ideas raised during the small group discussions organized by issue area. The key findings are based on the most frequently discussed needs, issues and priorities that were shared by forum participants. A detailed summary of the Regional Forums only can be found in **Appendix XX: Summary of Regional Needs Forums**.

Primary Needs Associated with Each Issue Area

Community Services

- Address the needs for accessible and affordable transportation services throughout Santa Clara County
- Support food assistance and nutrition programs for low income families, seniors and disabled individuals
- Provide health care services to seniors and low income families
- Develop free, year-round programs and activities for youth (e.g., recreation programming, sports)
- Offer comprehensive services at homeless encampments (e.g., outreach, health, referrals)
- Provide mental health care services for homeless and veterans
- Support services to reduce senior isolation
- Assist service providers in meeting the needs of vulnerable populations through increased funding and information sharing

Housing

- Ensure availability of affordable housing, including transitional housing
- Provide legal services to protect fair housing rights and to mediate tenant/landlord legal issues
- Address affordable housing eligibility restrictions to expand the number of residents who can qualify
- Provide affordable rental housing for low income families, at-risk families and individuals with disabilities
- Fund additional homeless prevention programs
- Provide rental subsidies and assistance for low income families to support rapid re-housing

Community Facilities

- Increase the number of homeless facilities across the County
- Build youth centers and recreational facilities in different locations throughout the County
- Support modernization and rehabilitation of senior centers
- Coordinate information services to promote and leverage access to community facilities

Economic Development

- Increase employment services targeted towards homeless individuals, veterans, and parolees
- Provide access to apprenticeships and mentoring programs for at-risk youth
- Offer employment services such as job training, English language and capacity-building classes

Infrastructure and Neighborhood Improvements

- Promote complete streets to accommodate multiple transportation modes
- Focus on pedestrian safety by improving crosswalk visibility and enhancing sidewalks

- Expand ADA curb improvements
- Increase access to parks and open space amenities in low income neighborhoods

Key Findings from HUD Bucks Activity

Table 3: Top Three Overall Spending Priorities by Issue Area of Regional and Community Forums

Priority	Housing
1	Affordable Rental Housing
2	Senior Housing
3	Permanent Supportive Housing

Priority	Public Facilities
1	Homeless Facilities
2	Senior Centers
3	Youth Centers

Priority	Public Services
1	Homeless Services
2	Senior Activities
3	Transportation

Priority	Economic Development
1	Employment Training
2	Job Creation/Retention
3	Small Business Loans

Priority	Infrastructure/Neighborhood Improvements
1	Fair Housing
2	Streets/Sidewalks
3	ADA Improvements

Regional Needs Survey

A Regional Needs Survey was conducted to solicit input from residents and workers in the County of Santa Clara. Respondents were informed that the Santa County Entitlement Jurisdictions were updating their Consolidated Plans for federal funds that primarily serve low- to moderate income residents and areas. The survey polled respondents about the level of need in their neighborhoods for various types of improvements that can potentially be addressed by entitlement funds.

To give as many people as possible the chance to voice their opinion, emphasis was placed on making the survey widely available and gathering a large number of responses rather than administering the survey to a controlled, statistically representative pool. Therefore, the survey results should be views as an indicator of the opinions of the respondents, but not as representing the opinions of the County population as a group.

The survey was distributed through a number of channels to gather responses from a broad sample. It was made available in printed format, as well as electronic format via Survey Monkey. Electronic responses could be submitted via smartphone, tablet, and web browsers. The survey was available online and in print in English and Spanish, and in print in simplified Chinese, Tagalog, and Vietnamese.

Responses were solicited in the following ways:

- Links to the online survey in both English and Spanish were placed on the websites of each Entitlement Jurisdiction.

English: https://www.surveymonkey.com/s/SCC_Regional_Survey

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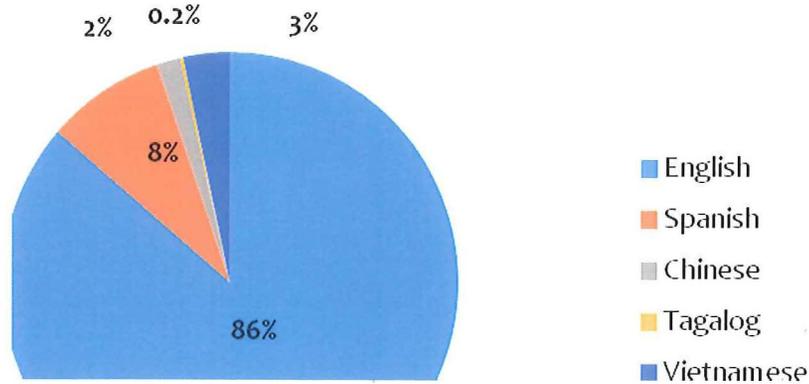
Spanish: https://es.surveymonkey.com/s/SCC_Regional_Survey_Spanish

- Approximately, 4,847 entities, organization, agencies, and persons were directly targeted in the outreach efforts and requested to share project materials with their beneficiaries, partners, and contacts. Engagement included direct phone calls and targeted emails with outreach flyers as attachments.
- Approximately 1,225 printed flyers noticing the regional survey were printed and distributed throughout the County, including at libraries, recreation centers, community meetings, and organizations benefiting LMI residents and areas. These flyers were available online and in print in English and Spanish.
- Multi-lingual, print advertisements in local newspapers were posted in the *Gilroy Dispatch* (English), *Mountain View Voice* (English), *El Observador* (Spanish), *La Oferta* (Spanish), *Thoi Bao* (Vietnamese), *Philippine News* (Tagalog), *World Journal* (Chinese) and *San José Mercury News* (English). In addition, an online display ad was placed in the *San José Mercury News* to reach readers electronically.
- The survey was widely shared on social media by elected officials, organizations, entities, and other individuals. An estimated 25,000 persons on Facebook and 11,000 persons on Twitter were engaged. (This represents the number of “Likes” or “Followers” of each person/entity that posted a message about the survey or forum.)
- At least 3,160 printed surveys were printed and distributed throughout the County at libraries, community meetings, and organizations benefiting LMI residents and areas.

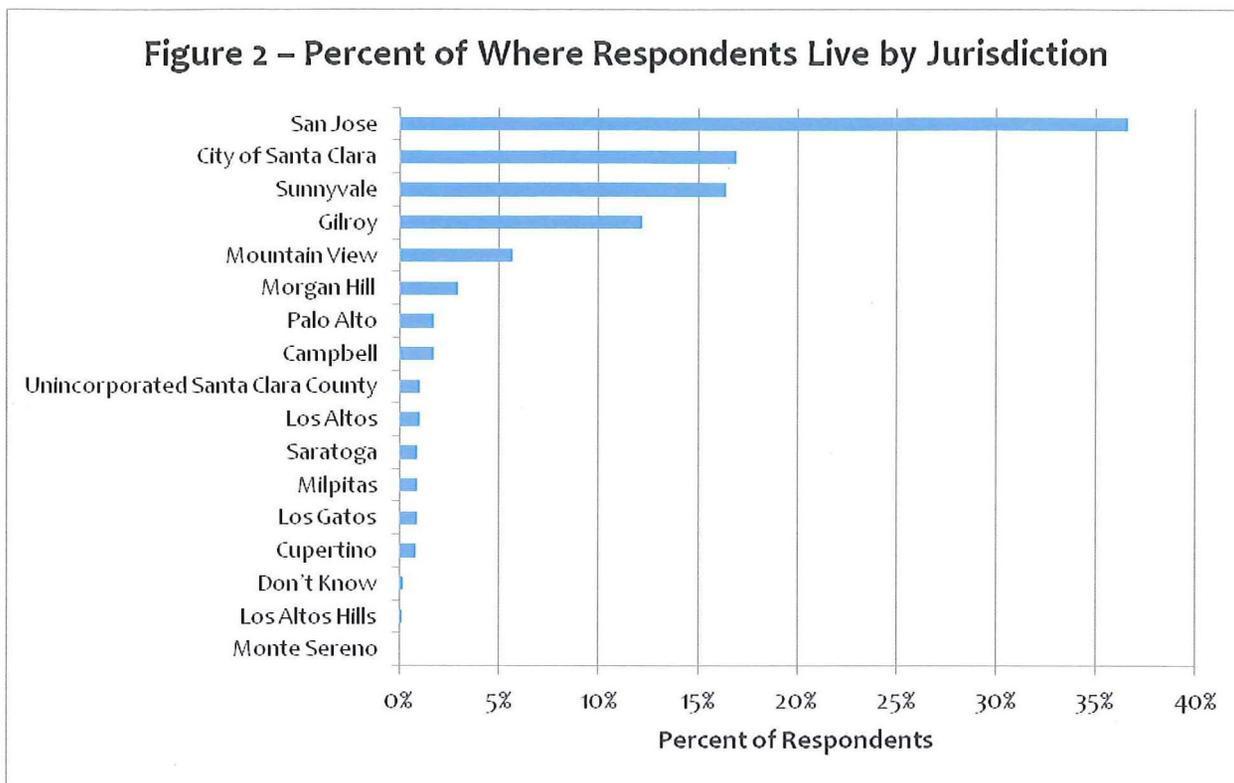
Survey Results

A total of 1,472 survey responses were collected from September 19, 2014 to November 15, 2014, including 1,078 surveys collected electronically and 394 collected on paper. The surveys were available in five languages. Of these surveys, 1,271 individuals responded in English, 124 individuals responded in Spanish, 25 individuals responded in simplified Chinese, 49 individuals responded in Vietnamese, and three individuals responded in Tagalog. **Figure 1** shows the percentage of individuals who responded to the survey organized by language.

Figure 1 – Percent of Surveys Taken by Language

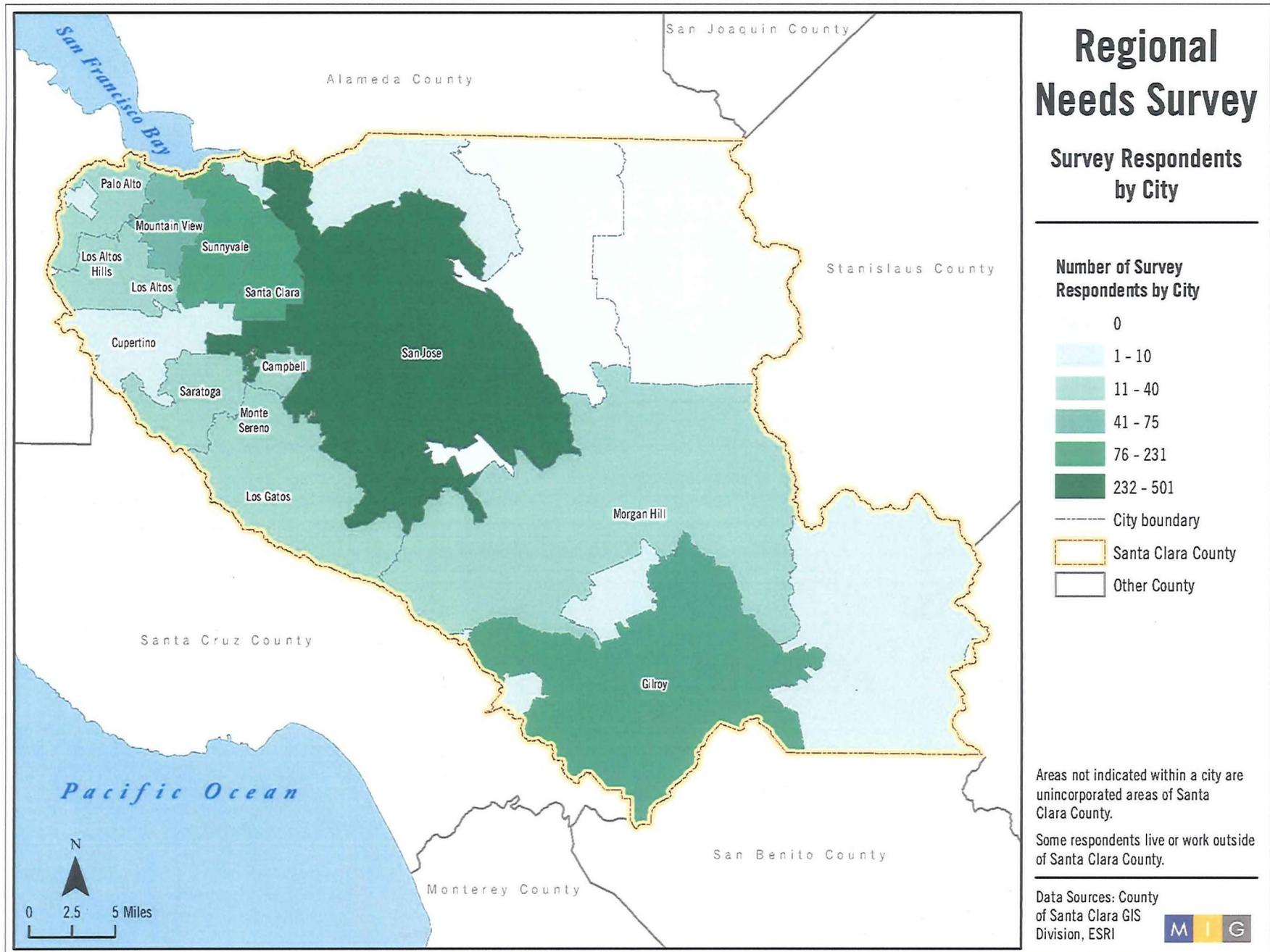


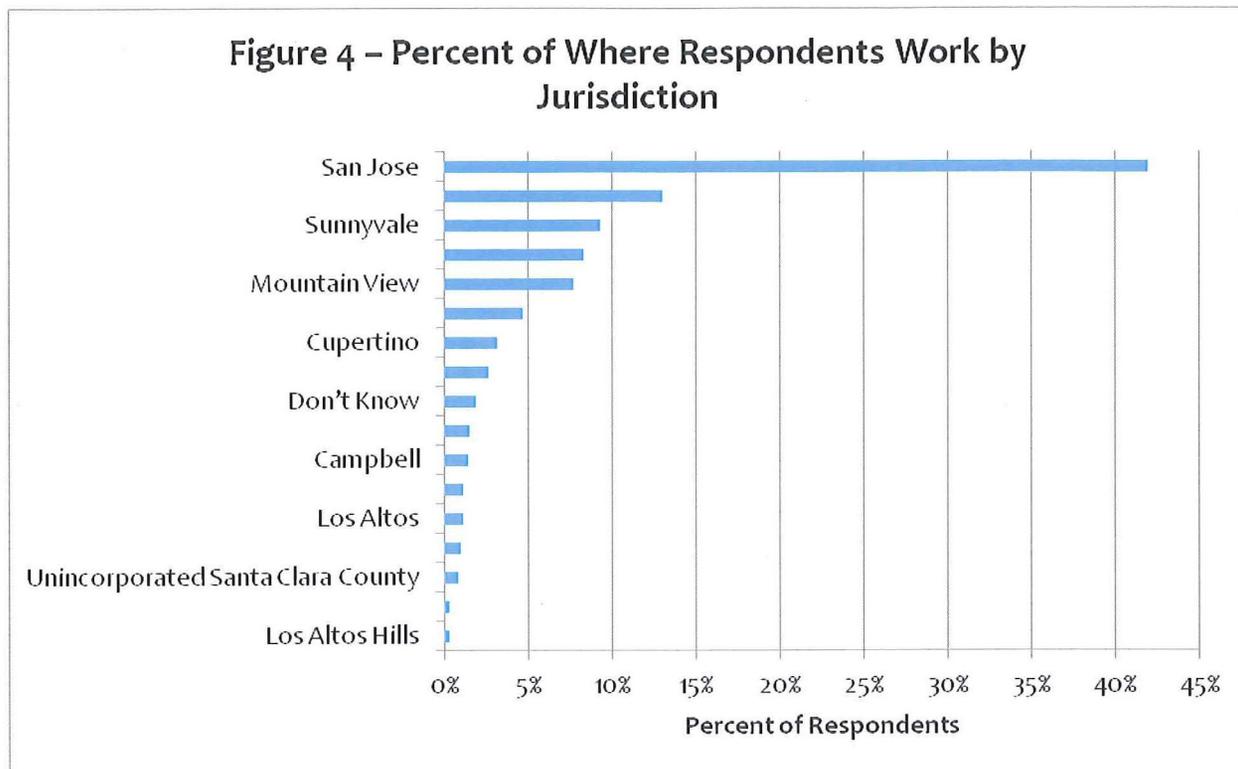
Of the individuals who responded to the survey, 1,401 indicated they live in the County of Santa Clara and 62 indicated they do not live in the County. Respondents who live within the County jurisdictions mainly reside in San José (36%), followed by the city of Santa Clara (17%), Sunnyvale (16%), Gilroy (12%), and Mountain View (6%). The remaining individuals live within the jurisdictions of Morgan Hill, Palo Alto, Campbell, Unincorporated Santa Clara County, Los Altos, Saratoga, Milpitas, Los Gatos, Cupertino, Los Altos Hills, and Monte Sereno. **Figure 2** shows a city-by-city analysis of where respondents live.



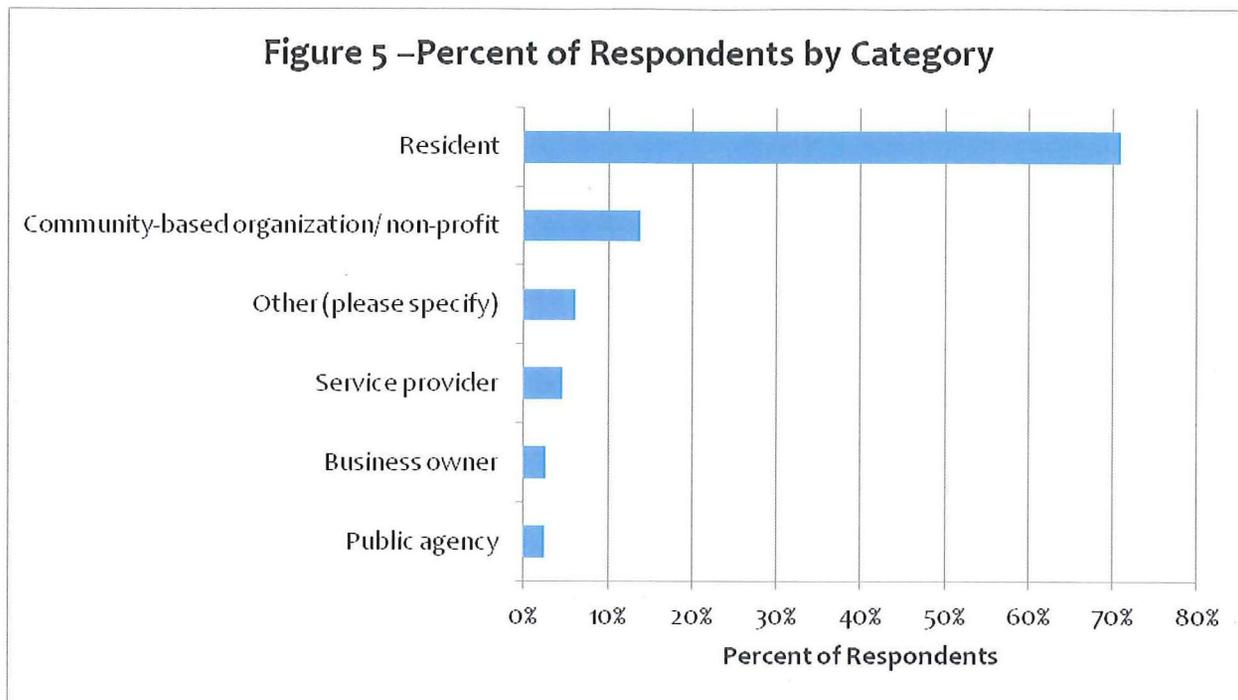
In addition, the survey polled respondents on whether they worked within any of the County jurisdictions. The percentage of individuals working in the County of Santa Clara (74%) indicated they worked primarily in these jurisdictions: San José (40%), the city of Santa Clara (13%), Gilroy (8%), and Mountain View (8%), with the remainder in other jurisdictions.

On the following page, **Figure 3** presents a GIS map that illustrates the number of survey respondents by jurisdiction.





Respondents were primarily residents (70%), but also Community-Based Organizations (14%), Service Providers (5%), Business Owners (3%), and Public Agencies (2%). The remaining 6% of respondents indicated “Other” for their response. Many of the “Other” respondents specified themselves as homeless, educators, developers, retired, landlords, or property managers. More detailed information about respondents can be seen in **Figure 5**.



Survey Ranking Methodology

Respondents designated their level of need as low, medium, high, or “don’t know.” This rating system was chosen to simplify responses and better gauge the level of need. To maintain consistency, the low, medium, high, and “don’t know” rating system was used throughout the survey.

Need Ratings in Overall Areas

The survey asked respondents to rate the level of need for 63 specific improvement types that fall into five distinct categories. These five categories were: Housing, Public Facilities, Infrastructure and Neighborhood Improvements, Public Services, and Economic Development. The level of need indicated within these categories provides additional insight into broad priorities.

Respondents rated the level of need in their neighborhood in five overall areas:

1. Create additional affordable housing available to low income residents
2. Improve non-profit community services (such as senior, youth, health, homeless, and fair housing services)
3. Create more jobs available to low income residents
4. Improve city facilities that provide public services (such as parks, recreation or senior centers, parking facilities, and street improvements)
5. Other

Table 7 below shows the percentage of respondents who rated each overall need as high.

Table 7 – Overall Areas: High Level of Need

Overall Need Area	High Level of Need
Create additional affordable housing available to low-income residents	62.1%
Improve non-profit community services (such as senior, youth, health, homeless, and fair housing services)	54.7%
Create more jobs available to low-income residents	52.5%
Other	46.3%
Improve city facilities that provide public services (such as parks, recreation or senior centers, parking facilities, and street improvements)	37.1%

In addition to the four overall need areas, 373 respondents provided open-ended feedback through the “Other” survey response option. Below are the key themes and needs identified by survey respondents, organized by categories of need.

Economic Development

- Increase funding for senior services
- Provide financial assistance for small business expansion
- Develop jobs for working class
- Ensure workers are given a living wage

Public Facilities

- Provide more public facilities for homeless
- Expand library operation hours
- Build more parks to encompass people of all ages
- Develop cultural and arts community center
- Improve school infrastructure through extensive remodeling
- Build higher quality schools

Housing

- Increase availability of senior housing
- Provide housing for LGBT/HIV population
- Create housing for median income population
- Provide more subsidized housing for disabled population

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Public Services

- Expand supportive services for the homeless population
- Provide affordable daycare options
- Increase availability of healthcare services
- Expand youth engagement activities
- Ensure transportation for seniors is accessible and affordable
- Expand transportation services to unincorporated areas of the County
- Address the middle class' inability to access services due to the inability to qualify for low income services
- Increase availability of senior services
- Expand crime prevention and enhance gang reduction programs
- Address resident fears of making too much money to qualify for low-income services

Infrastructure

- Address climate change through infrastructure improvements
- Address flooding through street improvements
- Improve and expand bike infrastructure
- Improve and expand pedestrian infrastructure including sidewalks and crosswalks

Highest Priority Needs

Top priority needs within all categories are described below based on the highest percentage of respondents for each improvement item. **Table 8** summarizes the ten highest priority needs and the percentage of respondents that selected the particular need.

- Among the five need categories, “increase affordable rental housing inventory” was rated as the highest need. More than 63% of individuals indicated this category as “high level of need.”
- Four housing needs appear among the top ten priorities on this list: 1) increase affordable rental housing inventory, 2) rental assistance for homeless, 3) affordable housing located near transit, and 4) housing for other special needs.
- Homeless facilities and facilities for abused, abandoned and/or neglected children both appear among the ten highest level of needs, ranked third and seventh, respectively.
- Job training for the homeless received the eighth highest level of need, which is the only economic development priority to make the top ten priorities.
- Three public service improvements appear among the top ten priorities, including emergency housing assistance, access to fresh and nutritious foods, and homeless services.

Table 8 – Ten Highest Priority Needs in All Categories

Priority Rank	Category	Specific Need	Percentage of Respondents
1	Housing	Increase affordable rental housing inventory	63.1%
2	Public Service	Emergency housing assistance to prevent homelessness, such as utility and rental assistance	52.3%
3	Public Facilities	Homeless facilities (temporary housing and emergency shelters)	51.3%
4	Housing	Rental assistance for the homeless	51.0%
5	Public Services	Access to fresh and nutritious foods	49.8%
6	Public Services	Homeless services	49.6%
7	Public Facilities	Facilities for abused, abandoned and/or neglected children	49.5%
8	Economic Development	Job training for the homeless	48.8%
9	Housing	Affordable housing located near transit	48.6%
10	Housing	Housing for other special needs (such as seniors and persons with disabilities)	48.0%

Housing Needs

Respondents rated the need for 13 different housing-related improvements in their neighborhoods. The five highest priorities in this area were:

1. Increase of affordable rental housing inventory
2. Rental assistance for the homeless
3. Affordable housing located near transit
4. Housing for other special needs
5. Permanent supportive rental housing for the homeless

The table below shows the highest level of need for each of the housing-related improvements and the share of respondents who rated each category as “high level” of need.

Table 9 – High Level of Need for Specific Housing Improvements

Priority Rank	Housing: High Level of Need	Share of Respondents
1	Increase affordable rental housing inventory	63.1%
2	Rental assistance for the homeless	51.0%
3	Affordable housing located near transit	48.6%
4	Housing for other special needs (such as seniors and persons with disabilities)	48.0%

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Priority Rank	Housing: High Level of Need	Share of Respondents
5	Permanent supportive rental housing for the homeless	46.8%
6	Energy efficiency and sustainability improvements	41.6%
7	Healthy homes	37.5%
8	Down-payment assistance to purchase a home	33.8%
9	Code enforcement, in coordination with a neighborhood plan	33.4%
10	Housing accessibility improvements	29.7%
11	Rental housing rehabilitation	27.7%
12	Emergency home improvement/repair	24.9%
13	Owner-occupied housing rehabilitation	18.5%

Public Facilities

Respondents rated the level of need for 14 public facility types in their neighborhoods. The six highest priorities in this area were:

1. Homeless facilities
2. Facilities for abused, abandoned and/or neglected children
3. Educational facilities
4. Mental health care facilities
5. Youth centers
6. Drop-in day center for the homeless

The table below shows the highest level of need for each of the public facilities types and the share of respondents who rated each category as “high level” of need.

Table 10 – High Level of Need for Specific Public Facility Types

Priority Rank	Public Facilities: High Level of Need	Share of Respondents
1	Homeless facilities (temporary housing and emergency shelters)	51.3%
2	Facilities for abused, abandoned and/or neglected children	49.5%
3	Educational facilities	46.9%
4	Mental health care facilities	45.5%
5	Youth centers	42.6%
6	Drop-in day center for the homeless	41.2%
7	Healthcare facilities	39.0%
8	Child care centers	35.4%
9	Recreation facilities	33.2%
10	Parks and park facilities	32.2%
11	Centers for the disabled	32.0%
12	Senior centers	29.9%

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Priority Rank	Public Facilities: High Level of Need	Share of Respondents
13	Parking facilities	22.5%
14	Facilities for persons with HIV/AIDS	20.5%

Public Services

Respondents rated the level of need for 23 public service improvements in their neighborhoods. The five highest priorities in this area were:

1. Emergency housing assistance to prevent homelessness
2. Access to fresh and nutritious foods
3. Homeless services
4. Abused, abandoned and/or neglected children services
5. Transportation services

The table below shows the highest level of need for each of the public service improvements and the share of respondents who rated each category as “high level” of need.

Table 11 – High Level of Need for Specific Public Services Improvements

Priority Rank	Public Services: High Level of Need	Share of Respondents
1	Emergency housing assistance to prevent homelessness – such as utility and rental assistance	52.3%
2	Access to fresh and nutritious foods	49.8%
3	Homeless services	49.6%
4	Abused, abandoned and/or neglected children services	46.5%
5	Transportation services	46.4%
6	Mental health services	46.4%
7	Youth services	44.1%
8	Crime awareness/prevention services	44.0%
9	Employment training services	43.4%
10	Neighborhood cleanups (trash, graffiti, etc.)	42.9%
11	Services to increase neighborhood and community engagement	40.6%
12	Financial literacy	39.3%
13	Battered and abused spouses services	37.9%
14	Food banks	36.7%
15	Veteran services	36.7%
16	Fair housing activities	36.5%
17	Child care services	36.0%

Priority Rank	Public Services: High Level of Need	Share of Respondents
18	Senior services	35.8%
19	Disability services	35.4%
20	Tenant/landlord counseling services	30.8%
21	Legal services	30.1%
22	Housing counseling for homebuyers and owners	24.4%
23	Lead-based paint/lead hazard screens	19.1%
24	Services for persons with HIV/AIDS	18.7%

Economic Development

Respondents rated the level of need for five economic development areas in their neighborhoods. The three highest priorities in this area were:

1. Job training for homeless
2. Financial assistance for low income residents for small business expansion and job creation
3. Storefront improvements in low income neighborhoods

The table below shows the highest level of need for each of the economic development areas and the share of respondents who rated each category as “high level” of need.

Table 12 – High Level of Need for Specific Economic Development Areas

Priority Rank	Economic Development: High Level of Need	Share of Respondents
1	Job training for the homeless	48.8%
2	Financial assistance for low-income residents for small business expansion and job creation	35.3%
3	Storefront improvements in low-income neighborhoods	33.9%
4	Microenterprise assistance for small business expansion (5 or fewer employees)	24.1%
5	Public improvements to commercial/industrial sites	20.3%

Infrastructure and Neighborhood

Respondents rated the level of need for 15 infrastructure and neighborhood improvements within their neighborhoods. The five highest priorities in this area were:

1. Cleanup of contaminated sites
2. Street improvements
3. Lighting improvement
4. Sidewalk improvements
5. Water/sewer improvements

The table below shows the highest level of need for each of the infrastructure and neighborhood improvements and the share of respondents who rated each category as “high level” of need.

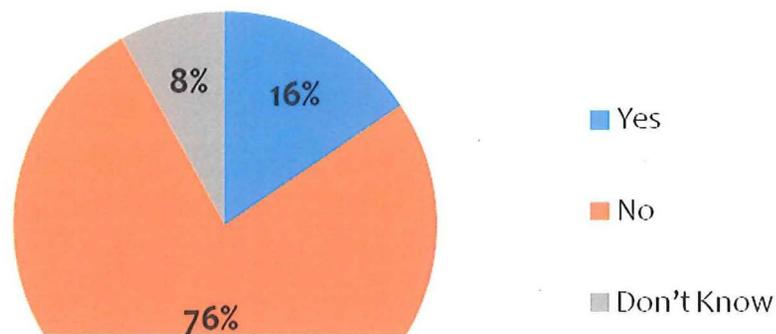
Table 13 – High Level of Need for Specific Infrastructure and Neighborhood Improvements

Priority Rank	Infrastructure and Neighborhood: High Level of Need	Share of Respondents
1	Cleanup of contaminated sites	44.9%
2	Street improvements	41.1%
3	Lighting improvements	35.7%
4	Sidewalk improvements	35.2%
5	Water/sewer improvements	34.7%
6	Community gardens	31.5%
7	Stormwater and drainage improvements	30.2%
8	Slowing traffic speed	29.8%
9	New or renovated playgrounds	29.4%
10	Trails	28.8%
11	Acquisition and clearance of vacant lots	26.4%
12	ADA accessibility to public facilities	23.0%
13	Neighborhood signage	21.7%
14	Landscaping improvements	19.5%
15	Public art	18.7%

Fair Housing

Respondents were asked to answer a series of questions related to Fair Housing. Four questions were used to gauge each individuals experience with housing discrimination.

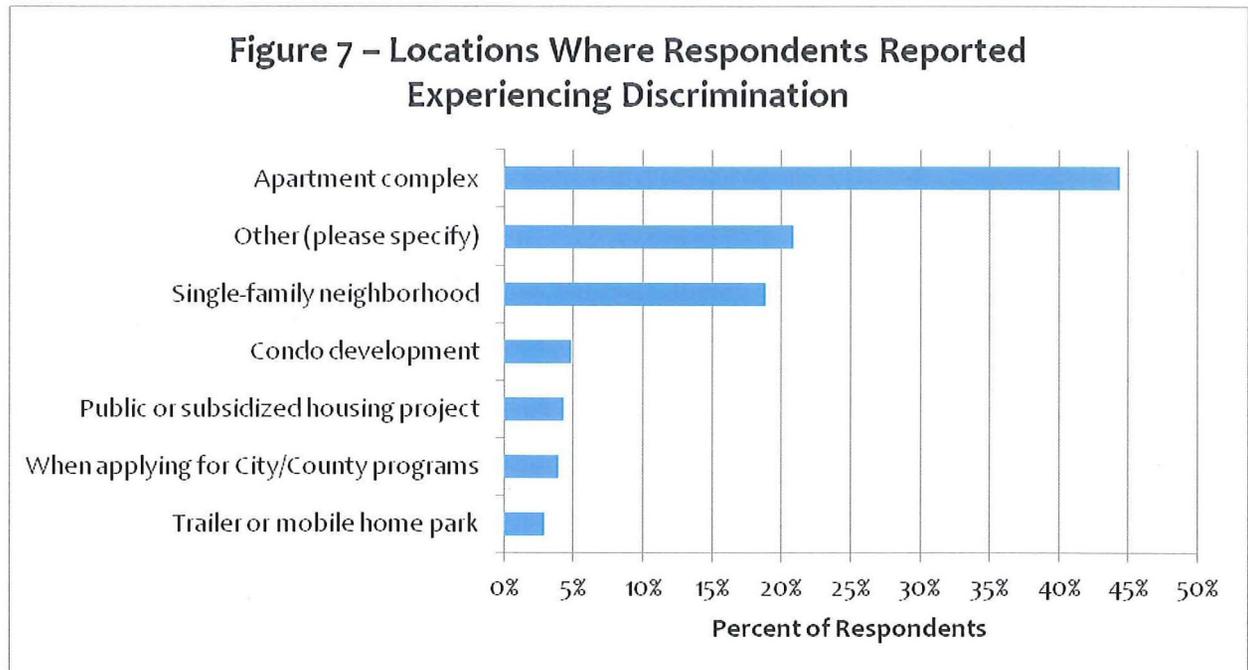
Figure 6 – Percent of Individuals Who Have Experienced Housing Discrimination in Santa Clara County



Of the 1,472 total respondents, 192 (16%) said they have experienced some form of housing discrimination. The majority of discrimination occurred within an apartment complex (19%). The next highest location for discrimination was indicated by the “Other” category. Within this category, duplexes, condos, and private renters were the most commonly indicated. Many respondents who selected “Other” expressed experiencing discrimination in multiple locations. The three highest locations of discrimination were:

- Apartment Complex
- Other
- Single-family neighborhood

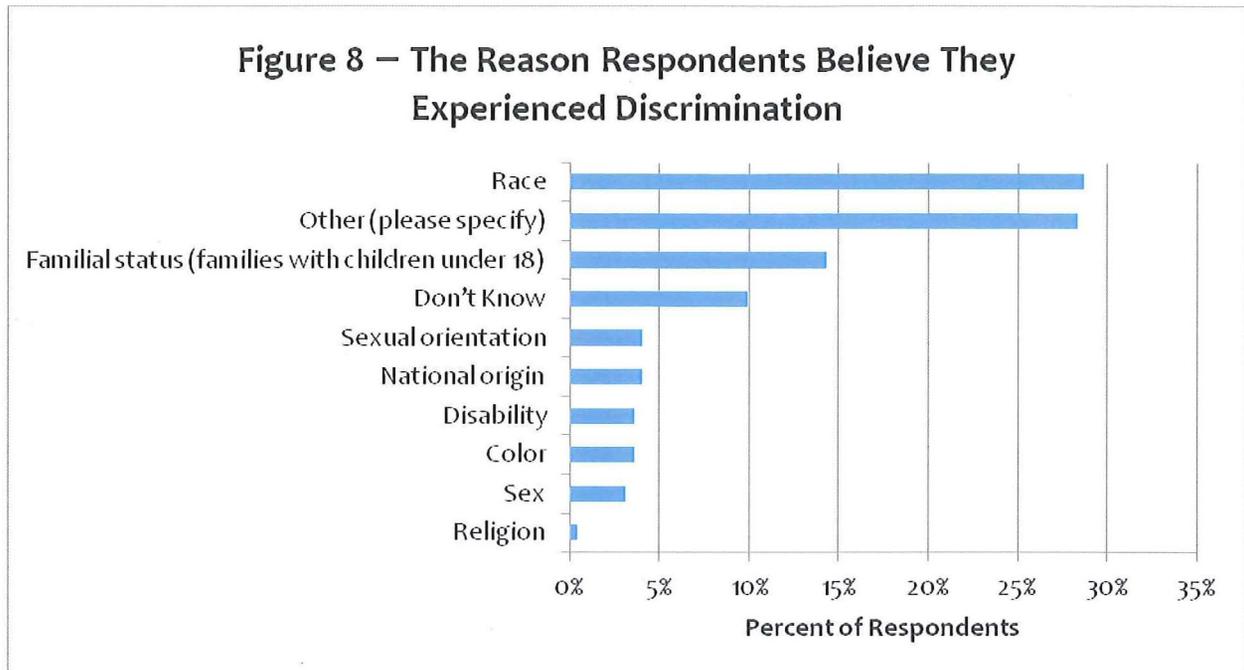
The figure below shows where respondents experienced discrimination.



The majority of respondents (29%) who experienced discrimination indicated that race was the primary factor for that discrimination. Respondents selected “Other” as the next highest basis of discrimination. Within the “Other” category respondents indicated race, inability to speak English, religion, credit, and marital status as the cause for discrimination. The three highest basis of discrimination were:

1. Race
2. Other
3. Familial Status

The **Figure 8** below depicts what respondents believe is the basis for discrimination they have experienced.



Respondents were then asked to identify who they felt had discriminated against them. The majority of respondents (66%) indicated they were discriminated against by a landlord or property manager. Respondents selected “Other” as the next highest category of who discriminated against them. Within the “Other” selection respondents indicated they experienced discrimination from landlords, property managers, existing residents, and home owner associations. The three highest categories that respondents believed discriminated against them were:

1. Landlord/Property Manager
2. Other
3. Don't Know

Figure 9 on the following page illustrates who respondents believe is responsible for the discrimination they have experienced.

Figure 9 – Who Respondents Believe Discriminated Against Them

